

Decisiv Delivers Expanded Point of Service Capabilities with Cummins Inc.

Companies launch beta program for an integrated Cummins Guidanz® and Decisiv SRM solution, enhancing service event efficiency across North American fleet and service provider networks

Glen Allen, Virginia – October 5, 2021

Decisiv, Inc., the industry leader in Service Relationship Management (SRM) solutions, announced today that the Cummins servicing technology suite, Guidanz, is entering beta testing on its SRM platform. The integrated solution will be available to more than 5,000 service provider locations and 40,000 fleets across North America in the Decisiv SRM Ecosystem in 2022.

“The integration of Cummins Guidanz in the Decisiv SRM platform streamlines maintenance and repair of the manufacturer’s engines,” said Dick Hyatt, President and CEO of Decisiv. “The combination of features and capabilities from Decisiv and Cummins improves efficiency for service operations and maximizes equipment uptime.

“The integration with Cummins Guidanz will be available through the Decisiv SRM Marketplace, which is rapidly becoming the one stop shop for fleets and service providers looking for new solutions to dramatically improve asset management and service operations,” Hyatt added.

Cummins engines are powering more than 40% of commercial vehicles in operation in North America. With the integration of Cummins Guidanz in the Decisiv SRM Ecosystem, fleets, managed care providers and service providers benefit from having access to genuine Cummins expertise communicated in a single location at the point of service.

The integration will eliminate the need to go to multiple systems to capture and share key information about service work, improving data accuracy while reducing wasted time and effort. Additionally, reporting features will help ensure the highest level of service quality, asset utilization and performance across Decisiv and Cummins customer networks.

“Incorporating Cummins Guidanz into the growing Decisiv SRM Ecosystem streamlines service activity and drives up efficiency by providing users with accurate and timely information,” said Ryan Kikendall, Executive Director - Cummins Digital Organization at Cummins. “Cummins is pleased to take this integral step to enhance operations for our service providers and fleet customers by integrating with Decisiv to set a new standard for service quality.”

About Cummins, Inc.

Cummins Inc., a global power leader, is a corporation of complementary business segments that design, manufacture, distribute and service a broad portfolio of power solutions. The company's products range from diesel, natural gas, electric and hybrid powertrains and powertrain-related components including filtration, aftertreatment, turbochargers, fuel systems, controls systems, air handling systems, automated transmissions, electric power generation systems, batteries, electrified power systems, hydrogen generation and fuel cell products.

Headquartered in Columbus, Indiana (US), since its founding in 1919, Cummins employs approximately 57,800 people committed to powering a more prosperous world through three global corporate responsibility priorities critical to healthy communities: education, environment and equality of opportunity. Cummins serves its customers online, through a network of company-owned and independent distributor locations, and through thousands of dealer locations worldwide and earned about \$1.8 billion on sales of \$19.8 billion in 2020.

Learn more at cummins.com

About Decisiv, Inc.

Virginia-based Decisiv is the provider of the largest asset service management ecosystem for the commercial vehicle industry. The Decisiv Service Relationship Management (SRM) platform is the foundation for the nearly 5,000 service locations across North America that manage more than 3.5 million service and repair events for commercial vehicles annually. Through Decisiv's SRM platform, dealers, service providers, manufacturers, and fleet and asset managers can communicate and collaborate during every service event.

The SRM solution streamlines the entire asset service management process bringing all the necessary diagnostic, telematics and asset information together for all participants, and delivers it at the point of service. This level of connectivity and collaboration drives an unrivaled level of service performance and asset optimization that gets trucks back on the road faster so fleets see higher revenue per asset and lower costs. Service providers using SRM establish efficient communication, better controls, and increased productivity in service operations that enables them to become trusted partners to fleets. For manufacturers, SRM enhances the value of service networks and provides data and analytics to help develop more reliable and efficient commercial assets.

Learn more at decisiv.com

Mark Wasilko
VP, Marketing
(804) 762-4153 x303
www.decisiv.com